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SP
01-14-04 Service Metrics

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of
Robertson et al.

:Art Unit: **2154**

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:Examiner: **Bharat Barot**

Serial No.: **09/603,174**

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:Atty. Dkt: **Service Metrics**

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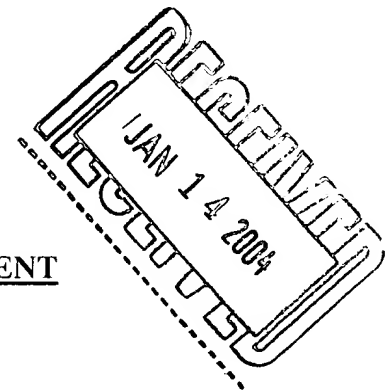
For: **A Method and System for Internet Performance
Monitoring Analysis**

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INFORMATION DISCLOSURE STATEMENT

Sir:

Applicants and their attorneys respectfully request that the following references be made of record and considered for the above-identified application:

Non Patent Publications:

<u>Publisher</u>	<u>Published</u>	<u>Title</u>	<u>Author</u>
Keynote Systems	Jan. 16, 1998 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr011698.html	Keynote Systems Announces Free Performance Appraisals to Measure Quality of Service of Corporate Internet Sites	Keynote Systems
Keynote Systems	Nov. 4, 1996 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr1	Keynote Systems Announces Global Solution to Measure and Validate Quality of Service on the Congested Internet	Keynote Systems

	10496.html		
<u>Publisher</u>	<u>Published</u>	<u>Title</u>	<u>Author</u>
E-Commerce Times	Dec. 9, 1998 Retrieved from the Internet: http://www.ecommercetimes.com/news/articles/9812097-.shtml	Keynote Announces Content Analysis Service	E-Commerce Times Staff Writer
Keynote Systems	Feb. 5, 1999 Retrieved from the Internet: http://www.keynote.com/product/prod_subscriptions.html	Perspective: Measure, Assure and Improve Web-Site Performance 24 Hours a Day from 35 Cities Worldwide	Keynote Systems
Keynote Systems	Feb. 5, 1999 Retrieved from the Internet: http://www.keynote.com/product/prod_proservices.html	Professional Services: Building World-Class E-commerce Sites	Keynote Systems
Keynote Systems	Feb. 5, 1999 Retrieved from the Internet: http://www.keynote.com/product/prod_privateagents.html	Custom Agents	Keynote Systems
Keynote Systems	Feb. 5, 1999 Retrieved from the Internet: http://www.keynote.com/downloads/wp_compdata.html	The Interaction of Web Content and Internet Backbone Performance	Keynote Systems
Keynote Systems	Feb. 5, 1999 Retrieved from the Internet: http://www.keynote.com/downloads/wp_ecommerce.html	Measuring and Improving Your E-Commerce Web-Site Performance with Keynote Perspective	Keynote Systems

Keynote Systems	Jan. 25, 1999 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr012599.html	Keynote Systems Adds Three New Delivery Features to its Internet Measurement and Diagnostic Service	Keynote Systems
Keynote Systems	Dec. 14, 1998 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr121498.html	Keynote Systems Announces New Index to Track Performance and Availability of Online Brokerage Web Sites	Keynote Systems
Keynote Systems	Dec. 7, 1998 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr120798.html	Keynote Systems Announces New Content-Analysis Service to Improve Web-Page Download Times for Media and Catalog Shopping Sites	Keynote Systems
Keynote Systems	Sept. 3, 1998 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr090398.html	Keynote Internet Performance Bulletin: Online Stock-Market Trading Frenzy Produced Minimal Impact on General Internet Users	Keynote Systems
Keynote Systems	June 5, 1998 Retrieved from the Internet: http://www.keynote.com/news/announcements/pr060598.html	Keynote Systems Announces Low-Cost Single City Subscriptions to Its Internet Performance and Diagnostic Service	Keynote Systems

Copies of the aforementioned references are submitted herewith along with a completed form PTO-1449. The references listed on form PTO-1449 are believed to provide background information regarding the present invention.

The above citations do not constitute an admission that the references are relevant or material to the claims.

This Information Disclosure Statement is being submitted pursuant to 37 C.F.R. § 1.97-§ 1.99 after the mailing of a first office action but prior to a final office action. Enclosed please find a check of \$180.00 to cover the fee set forth in § 1.17(p). If any extra fees are due in connection with the submittal of this paper, the Examiner is hereby authorized to charge **Deposit Account No. 03-3839**.

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Respectfully submitted,

Date: 1-6-04



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